

Distance Education at NOCE

Team members involved in DE and their roles

Vice President of Instruction (VPI)

The VPI is the supervisor of the Distance Education program at NOCE. The VPI represents NOCE at district committees, such as District Technology Committee (DTC), District Curriculum Coordinating Committee (DCCC), and Equivalency Committee (EC), in addition to NOCE committees, such as Institutional Effectiveness, NOCE Curriculum Committee, and SEA Committee. Distance Education touches myriad departments and there are implications throughout the institution, like payroll methods, scheduling of courses, Title V compliance, purchasing, accessibility, and student equity issues. Canvas is our district's Learning Management System (LMS). We pay for this license in addition to a few tools that our faculty use, like ScreenPal, CidiLabs and Zoom. The VPI also is the Immediate Management Supervisor (IMS) for our Curriculum Assistant, Instructional Designer, Schedule/Catalog Coordinator, and our new Director of Distance Education, once hired.

Instructional Designer

The Instructional Designer focuses on distance education projects. The ID will design support structures such as training in course design, teaching methods, and effective use of educational technology (like CidiLabs and ScreenPal) to meet the needs of the institution and departments. Once the VPI and ADs have prioritized projects based on departmental curriculum planning, the ID will work directly with faculty on those selected projects to implement strategies based on research that will help improve the quality and effectiveness of distance education courses and programs.

Distance Education Chair and Committee

Our Distance Education Committee is a subcommittee of the NOCE Academic Senate. The DE Committee Chair leads the committee and works on the goals and objectives in the DE Plan in collaboration with the DE Team. The DE Committee works to promote the DE Modality and to provide specialized training and resources to faculty and support staff that represent best practices. Our Peer Online Course Review (POCR) is managed by the DE Chair with assistance from the committee to operationalize the training and certification.

NOCE Instructional Technology (IT)

Our IT Team directly supports the Distance Education Program and performs vital tasks, some of which are back-end and others that are easily recognizable. For example, every CRN created each term receives a Canvas shell, independent of modality. IT must manage any Canvas integrations (when NOCE decides to allow a tool to be visible in Canvas) and this must be coordinated through the Distance Education program.

Employees must initiate a Helpdesk Ticket for several tasks, including adding a substitute faculty member to a course, adding or removing Instructional Assistants, and merging multiple sections of a course.

HelpDesk - External Technical Assistance

Some of the platforms we use have their own dedicated Help Desks that provide specialized support for issues related to that specific software. Faculty and staff should directly contact these help desks for support with platform-specific issues, helping minimize their wait time for answers. For example, Canvas

has a help desk that can support faculty with gradebook issues, as well as troubleshooting many other technical issues that might occur when using Canvas for your course content. CidiLabs help desk can support technical issues when using DesignPlus, UDOIT, and Tidyup. EASE learning has their own helpdesk as well that will support the courses that use their software.

Approval for Software Programs

Distance Education is working with the Technology Committee, Curriculum Committee, Distance Education Committee, and the Accessibility Committee to determine a process for the approval and support of software programs at NOCE. Not only are there accessibility considerations, but it is important to consider the capacity of the NOCE IT department for installation, updates, and maintenance. The Curriculum Committee also has their area of responsibility to provide oversight for the curriculum approval process and objectives in alignment with Title V.

Equivalency Process

The Distance Education Committee has developed an Equivalency Process for faculty who hold an Online Teaching Certification (OTC) from an agency or institution other than NOCE. Faculty seeking equivalency may apply using the NOCE OTC [Equivalency Application](#). Equivalency may be granted if the OTC is on the list of [NOCE Approved Certifications](#) or aligns with the NOCE Equivalency Rubric.

Canvas Sandboxes

Thank you for your interest in having a Canvas sandbox for course development and training. All instructors will have access to Spring 2025 courses as well as a sandbox on Monday, December 16.

Canvas support

Faculty and support staff have a number of needs when working in Canvas. Depending on the need, there is support available.

Did you know that Canvas has a Help Desk? If you have any of the following needs, Canvas Help Desk is your first point of contact through chat or phone call: (877) 251-6441. They are available 24/7.

Gradebook issues, view student analytics, content deletion, technical issues

DE: Who to Contact

To streamline your DE inquiry and ensure you get the support you need in a timely manner, please refer to the chart below to determine who to contact.

DE Committee Chair clopez@noce.edu	Instructional Designer maceituno@noce.edu	NOCE IT/Help Desk Ticket login.noce.edu (its helpdesk)	DE Email DistanceEd@noce.edu	Other Helpdesks for tool support and troubleshooting
<ul style="list-style-type: none"> • DE Addenda • DE Committee Agenda • DE Committee Bylaws • DE Faculty Handbook • DE Plan • DE Surveys • Online teaching best practices • Online Teaching Certification • OTC Equivalency • POCR • Recertification 	<ul style="list-style-type: none"> • 1:1 faculty course design support for projects • Canvas course Blueprints • Course design best practices workshops • Course design tools workshops • Department workshop request 	<ul style="list-style-type: none"> • Access issues with Canvas • Issues with Zoom • Access to hardware • Access to software • Access to technology • Technical assistance • IA access for EASE courses 	<ul style="list-style-type: none"> • Completed OTC training transcript • Canvas course template request • DE workshops • DE Faculty Resource Center access • Student Hub information update requests • Preparing for online success training course access requests 	<ul style="list-style-type: none"> • Canvas: (877) 251-6441 • Cidi Labs Tools (DesignPlus, UDOIT, TidyUp) email: support@cidi labs.com • ScreenPal ticket • Skillways help link within the course

There are other software programs that are managed by departments. If they are not listed here, please contact your department head to figure out support methods.

Starfish was implemented by Counseling and Student Services. Deb Perkins is the contact person for this tool: dperkins@noce.edu